GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:117
ANSWERED ON:23.11.2005
INTERRUPTIONS IN MOBILE NETWORK
Masood Shri Rasheed

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the consumers have had to face difficulties recently due to wide-ranging interruptions in the mobile network;

(b) if so, the details thereof;

(c) whether the Telecom Regulatory Authority of India (TRAI) has issued guidelines in this regard to the mobile companies; and

(d) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) No major/wide ranging interruptions have been reported in the networks of private Mobile operators and Bharat Sanchar Nigam Limited (BSNL). Mahanagar Telephone Nigam Limited (MTNL) has reported interruption in its mobile service on 24th October, 2005 for about two hours from 09.30 hours to 11.30 hours due to equipment fault in Mobile Switching Centre (MSC) at Tis-Hazari, Delhi. MTNL has stated that after rectification of fault, the network was completely restored progressively, by 15.00 hours.

(c) & (d) Telecom Regulatory Authority of India has issued a revised Quality of Service Regulation for Basic and Cellular Mobile Services in July 2005, wherein the Authority has laid down the revised quality of service standards to be provided by the service providers. In this regulation, some new parameters namely blocked call rate, service coverage, POI (Point of Interconnection) congestion and response time to the customers for assistance have been added to monitor the health of mobile networks.